

Service	Our standard	Your responsibility	How we will monitor the standard	Monitoring Sep - Dec 2009
			<p>times when a student is unable to access a PC because the centre is completely full</p> <p>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</p>	<p>turned away 133 students at Blossomfield and 68 at Woodlands.</p> <p>At HE Council students raised two issues: some students not sitting at the computer they were allocated; some students locking their PC and leaving the centre for long periods. We will be reminding students that they need to sit at the PC they are allocated and putting up posters to request that students check in their PC if they are leaving the centre.</p>
	<p>We will ensure that reasonable adjustments are made to meet the needs of students and staff with disabilities.</p>	<p>To make us aware of any special needs you might have</p>	<p>We will carry out an annual access audit of all service points</p> <p>We will have a named library/open access contact to liaise with Additional Support team</p> <p>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery</p>	<p>Achieved. Audit completed on 21 December 2009</p> <p>The open access contact is Michael Alexander</p> <p>We received no comments or feedback about this</p>

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	We will provide space for students who want to work in quiet (Blossomfield)	To tell staff that you want to work in the Quiet Zone To work quietly and not disturb those around you	Shopper, student/staff/employer surveys We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys	Achieved No feedback received about the Quiet Zone
	We will accommodate small groups of up to 6 students from one class without supervision from a teacher	Teachers should check with Open Access staff that there is room to accommodate the students and inform Open Access staff of what task the students will be working on. Students must work on the task their teacher has given them	We will keep a record of cases where more than 6 students are sent without supervision.	Achieved.
Customer service	We will provide a professional, helpful and courteous service at all times We will wear name	To follow Acceptable Use Policy and Student/Staff Code of Conduct To behave in a respectful, non-	We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys	Achieved. In the IT First Impressions Survey November 2009 85.5% of students said the support they received from Open Access was good or

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	badges and uniforms at all times so staff can be identified	discriminatory and courteous way To display your ID badge		excellent.
	We will respond to email enquiries sent to the Open Access mailbox within 2 working days		Open Access Outlook inbox and sent items folder will be checked each term	Achieved
	Customer comments forms will be available in the centres at all times. When a reply has been requested it will be sent within 7 working days	You must indicate if a reply is needed and provide full contact details	All comments forms and other feedback are kept on file together with our replies.	Achieved
Physical environment	We will ensure that the centres are kept clean and free from litter	To keep our code of conduct regarding food and drink. To use bins provided for waste paper.	There will be random checks each term We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys	Partly achieved. Food wrappers, bottles and cans found in HE bay and bay 3 Checked 7/12/09

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	We will check the notice board each week and remove out of date information		There will be random checks each term	Achieved. Checked 7/12/09
Bay 3 teaching area	<p>Bay 3 can be booked by teachers from 8.30 am on the day before it is required</p> <p>We will provide space for classes of up to 16 students</p> <p>If the class is late, we will keep the bay free for 15 minutes after which it may be allocated to another class</p>	<p>Teachers must supervise students</p> <p>Students must follow College Acceptable Use Policy and show respect for other students, staff, and college property</p> <p>To leave the area tidy for next group</p>	We will record all bookings, number of students, 'no shows'	Achieved.
Software checks	<p>We will check all the e-learning applications in Resource Launcher each term and report any errors to IT Support</p> <p>We will check weblinks in the intranet Subject Guides and report broken links to the appropriate</p>	The SRDU team will be responsible for providing the Open Access team with relevant up to date electronic checklists.	<p>We will file the completed electronic checklists</p> <p>We will record IT Support job numbers</p> <p>We will include the % of errors and broken links in our termly ICT Service Performance Report</p>	

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	team			
Induction email training for staff	<p>We will contact new members of staff within 3 working days of receiving an email from IT Support</p> <p>We will try to make contact on a further two occasions over the next two weeks.</p> <p>If this is unsuccessful we will inform their Head of School and keep their details on file and deliver the training when the member of staff makes contact with us.</p>	<p>Members of staff must ensure that HR have up to date contact details</p> <p>Members of staff should respond to voicemail messages left by the ILT Assistants</p> <p>Members of staff should be punctual when attending a session and inform the open access team if unable to attend</p>	<p>Emails from IT Support</p> <p>Email booking database</p> <p>Print outs of completed training sessions</p>	We carried out 60 inductions at Blossomfield and 5 at Woodlands.
Turnitin plagiarism detection service	We will email 'originality reports' to tutors within two working days of receiving them.	Teachers must be familiar with and follow the Turnitin policy and procedure which is available on the staff intranet	Outlook inbox and sent items	Achieved